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**TO: Economic Support Supervisors
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Training Staff
Child Care Coordinators
W-2 Agencies**

**FROM: Amy Mendel-Clemens
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Policy & Systems Communications Section**

**SUBJECT: BWP/BIMA OPERATIONS MEMOS
DISTRIBUTION AND NOTIFICATION**

BWP/BIMA OPERATIONS MEMO

No.: 02-50

File: 1180.1

Date: 08/19/2002

Non W-2 [X] W-2 [X] CC [X]

PRIORITY: High

CROSS REFERENCE: None

EFFECTIVE DATE: September 15, 2002

PURPOSE

This memo will provide information on the distribution and notification of future Operations Memos, as well as instructions for local agency staff to subscribe to a notification process.

BACKGROUND

Until now, paper copies of all Operations Memos have been sent to a list of subscribers, and they have been available on the DWD Partner Page or extranet. We recently began to send copies of the Operations Memos via an e-mail distribution list to local agency CARES and Policy Coordinators.

In order to make the Operations Memos available to everyone quickly and efficiently and to minimize costs, we will reduce printing of paper copies and will begin electronic distribution of these memos.

PROCESS

As of September 15, 2002, Operations Memos will only be available via the internet on the DWS Staff and Partners Resources public website at <http://www.dwd.state.wi.us/dws/staff/default.htm>. Anyone wishing to receive an e-mail notification each time a new memo is published to this website may subscribe to the "notification" service. See instructions below.

NOTE ➤ Paper copies of the Operations Memos will only be made available in limited circumstances. If your agency does not have access to the internet, please send an e-mail request for paper copies to: ***amy.mendel-clemens@dwd.state.wi.us***.

NOTIFICATION SERVICE

The Operations Memos internet site is accessible at http://www.dwd.state.wi.us/dws/staff/ops_memos/. Go to this site to subscribe to the notification service, click on "**subscribe to the operations memos notification list**" then follow these three steps:

1. Fill in your e-mail address.
2. Select "Add me to the list".
3. Click "Submit this Request".

NOTE ➤ If you were asked earlier to subscribe as part of the test group, you do not need to subscribe again.

CHANGES

If your e-mail address changes, you must go to this site to remove your old address from the list and then submit a new request for your new address. If you do not keep your address current with us, you will not receive a notification when a new Operations Memo is published to the website.

IT TROUBLESHOOTING

If you are having trouble viewing the Operations Memos (i.e. some areas are black), you may need a newer version of Adobe Acrobat Reader. See the link on the Operations Memos homepage (http://www.dwd.state.wi.us/dws/staff/ops_memos/) to download the latest version of the reader.

CONTACTS FOR STATE AND LOCAL AGENCY STAFF

BIMA CARES Information & Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 266-8358

Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BIMA/AM-C